

EDITED KSA LISTING

CLASS: Supervising Program Technician I

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Intermediate knowledge of the principles of effective supervision in order to train, plan, organize, and direct staff; and ensure workplace compliance with federal and state personnel guidelines (e.g., Equal Employment Opportunity (EEO), sexual harassment, Ralph C. Dills Act, etc.).
K2.	Intermediate knowledge of appropriate laws, rules, regulations, and policies (e.g., Penal Code, Title 15, Department of Justice (DOJ) rules, state and federal mandates, etc.) in order to train staff, handle inquiries from within and outside the department, and ensure that staff are in compliance and meet deadlines.
K3.	Advanced knowledge of departmental, state, and federal computer systems (e.g., Offender Based Information System (OBIS), California Law Enforcement Telecommunication System (CLETS), National Crime Information Center (NCIC), Distributed Data Processing System (DDPS), etc.) in order to train staff, organize and plan the work of your shift, and meet deadlines and other state and federal requirements.
K4.	Intermediate knowledge of institution and parole divisions' correctional case records procedures and programs in order to interface with these divisions, respond to their requests, and communicate effectively with the divisions and outside law enforcement agencies.
K5.	Intermediate knowledge of departmental organization and structure in order to direct requests and problems to the appropriate person, especially during emergency or off-hour times.
K6.	Advanced knowledge of departmental and law enforcement terms in order to quickly comprehend and respond to requests from California Department of Corrections (CDC) staff and outside law enforcement agencies.

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#	Knowledge, Skill, Ability
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	Skill to:
S1.	Skill to plan, organize, direct and evaluate the work of employees in order to efficiently and effectively supervise staff, ensure work is done accurately and within deadlines, identify training needs, and meet shift needs.
S2.	Skill to assess the training needs of employees in order to develop and recommend training for staff.
S3.	Skill to develop staff in order to help them maximize their potential in the unit and learn the knowledge and skills needed to promote.
S4.	Skill to effectively promote equal opportunity in employment in order to maintain a work environment that is free of discrimination and harassment.
S5.	Skill to apply appropriate laws, rules, regulations, and policies (e.g., Penal Code, Title 15, DOJ rules, state and federal mandates, etc.) in order to train staff, handle inquiries from within and outside the department, and ensure that staff are in compliance and meet deadlines.
S6.	Skill to exercise independent judgment in evaluating situations and making decisions in order to respond to problems and/or emergencies quickly within the department and outside law enforcement agencies, especially during off-hour shifts.
S7.	Skill to communicate information concisely and efficiently in order to respond to telephone and teletype inquiries, plan, direct and train staff, and maintain good working relationships with CDC, DOJ, Board of Prison Terms (BPT), and others contacted in the course of the work.

	Ability to:
A1.	Ability to lift 40 pounds in order to move central files.
A2.	Ability to handle multiple tasks at the same time in order to meet deadlines.

	Special Personal Characteristics:
SPC1.	Tact in order to create and maintain effective working relationships.
SPC2.	Patience in order to handle heavy volume of public calls from emotionally - charged individuals.

Bold text-indicates not on Classification Spec.

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#	Knowledge, Skill, Ability
SPC3.	Willing to work all hours and shifts, including holidays and weekends.
SPC4.	Willing to read and handle graphic and violent descriptions of inmates' and parolees' actions.